

**Morgan
McKinley**

HR Operations (Contractor Experience Executive)

募集職種

人材紹介会社

[Morgan McKinley](#)

求人ID

1503346

業種

人材紹介

雇用形態

正社員

勤務地

東京都 23区

給与

400万円 ~ 750万円

更新日

2024年11月26日 00:00

応募必要条件

職務経験

1年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

流暢

最終学歴

高等学校卒

現在のビザ

日本での就労許可が必要です

募集要項

Morgan McKinley is looking for a Contractor Experience Manager to join the Contracting team in Tokyo.

Your role as a Contractor Experience Manager

The Contractor Experience Manager will be responsible for supporting, engaging, and ensuring a positive experience for contractors throughout their engagement with Morgan McKinley. This individual will work closely with contractors from placement through to completion of their assignments, acting as the main point of contact and ensuring they have all the resources, guidance, and support they need to succeed.

Who We Are

Morgan McKinley is a Global Talent Services company, offering the full spectrum of solutions to meet your resourcing needs. With offices in 10 countries, each and every one of our 1000+ employees shares a belief in the power of helping others realise their goals. Because when you succeed, we succeed too.

Key Responsibilities:**Contractor Onboarding & Orientation:**

- Manage the onboarding process for new contractors, ensuring they are fully prepared for their assignments.
- Ensure contractors understand company policies, compliance requirements, and key operational processes.

Contractor Relationship Management:

- Serve as the primary point of contact for contractors, offering guidance and support throughout the life cycle of their engagement.
- Regularly check in with contractors to address any concerns or issues and ensure their needs are met.
- Resolve any issues or disputes that may arise during assignments promptly and professionally.

Contractor Engagement & Retention:

- Build strong relationships with contractors to promote long-term retention and positive experiences.

Contractor Compliance & Documentation:

- Ensure all contractors are compliant with legal, regulatory, and company-specific requirements.
- Maintain accurate and up-to-date records for all contractors, including timesheets, contract agreements, and performance reviews.

Collaboration with Internal Teams:

- Work closely with recruiters, account managers, and operations teams to ensure contractors are placed in the right roles and are supported throughout their assignments.
- Provide regular feedback to internal teams on contractor performance, issues, and overall experience.

Problem Solving & Issue Resolution:

- Address any performance or compliance issues quickly and effectively, working with contractors and internal stakeholders to resolve them.
- Act as an advocate for contractors, ensuring their needs are heard and addressed in a timely manner.

What You Get In Return

In return, we offer first class training, a structured career development program, monthly/quarterly team events, plus much more!

- Competitive salary and performance-based incentives
- Professional development opportunities
- Collaborative and inclusive company culture
- Opportunity to work with a dynamic, growing team in a fast-paced industry

Our Values and Culture

More Human Please:

- We succeed together
- We simplify the complex
- We go Beyond

At the core of our Go Beyond culture, are these four values, which are driven through every aspect of our business. Our company culture embraces someone who takes pride in their work, believes in going beyond for their clients and candidates, has an entrepreneurial spirit and enjoys working in a highly collaborative and diverse team.

- To discuss this opportunity further, please apply now or get in touch with Natassja Barzetti, Talent Acquisition Specialist.

スキル・資格What We Are Looking For

- Minimum of 3-5 years of experience in contractor management, recruitment, or HR support, ideally within a recruitment agency or similar fast-paced environment
- Strong understanding of compliance regulations related to contracting and temporary staffing
- Excellent interpersonal, communication, and conflict-resolution skills
- Ability to work independently and manage multiple priorities effectively
- Strong attention to detail and ability to maintain accurate records
- Basic understanding of Japanese labour law
- A proactive, solutions-oriented mindset with a focus on delivering exceptional service to contractors

- Fluent Japanese and business English
- Have to be based in Japan

会社説明